Index

» Promissory order (Term Investment)

What can I find on this page?

On this page, you can make deposits (openings and/or increases) to the Fixed Term Investment charged to your collection account (transactional accounts, master accounts, profile accounts, debit cards and credit cards); incorporated in the Electronic Banking system. You can also make withdrawals (cancellations and/or decreases) from your Fixed Term Investment to pay into your collection account (transactional accounts, master accounts, profile accounts, debit cards and credit cards); incorporated in the Electronic Banking service.

You can cancel your Fixed Term Investment only on its due date and when decreasing your investment you can modify the maturity instructions term.

- Deposits
- Withdrawals

General considerations of the accounts:

- The origin account will be called "withdrawal account".
- The destination account will be called "deposit account".
- The information on the origin account and the destination account found in application and confirmation pages is displayed with the following format:
    - Description or Alias (last three digits of the account)
    - Balance

» Promissory order Deposit

To make a deposit to your investment:

Opening

- Type of transaction
  - Select the option *Make a deposit* to your investment.
- Accounts
  - Select the withdrawal account from the list.
  - Choose the deposit account-Investment contract.
- Investment information
  - Select the kind of investment from the list.
  - Enter the amount to deposit.
  - Enter the term in days.
  - Choose from the list the instructions at the end of the term.
- Additional Options
  - Select the additional options you want to:
    - Save as frequent transaction.

When you click "Continue", the transaction confirmation screen will open.

Invest in a new term

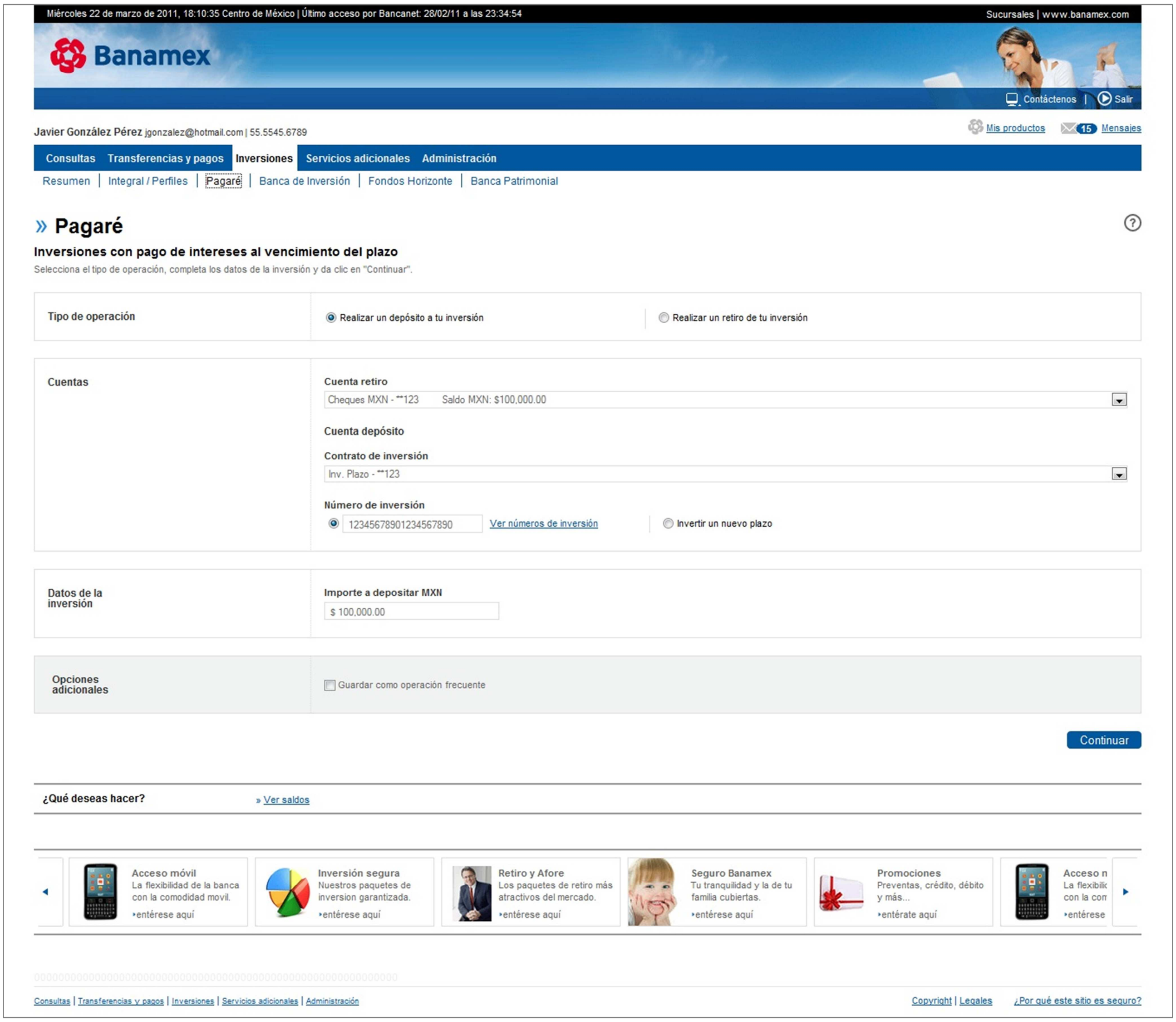
- Type of transaction
  - Select the option *Make a deposit to your investment*.
- Accounts
  - Select the withdrawal account from the list.
  - Select the deposit account-Investment Contract from the list.
- Investment information
  - Choose the option *Invest in a new term.*
  - Select the kind of investment from the list.
  - Enter the amount to deposit.
  - Enter the term in days.
  - Select the instructions at the end of the term from the list.
- . Additional Options
  - Select the additional options you want to:
    - Save as frequent transaction.

When you "Continue", the transaction confirmation screen will display.

Investment Number Increase

- Type of transaction
  - Select the option *Make a deposit to your investment.*
- Accounts
  - Select the withdrawal account from the list…
  - Choose the deposit account– Investment contract from the list.
  - Select the option *Investment number.* A link will be displayed with a window with the available investment numbers. This window presents the following information:
    - Selection button: Click on the button that corresponds to the investment number that you want to modify.
    - Investment number
    - Balance
    - Due date
    - Available: It shows if the investment number is available to make the increase.
    - Once you have selected the number you want, choose the button "Accept" to select it; this will be presented in the deposit application screen. Otherwise, click "Cancel".
- Investment information
  - Enter the amount to deposit.
- Additional Options. Select the additional options you want:
  - Save as frequent transaction.

When you click "Continue", you will be taken to the transaction application screen.


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» Pagaré
Inversiones con pago de intereses al vencimiento del plazo
Selecciona el tipo de operación, completa los datos de la inversión y da clic en "Continuar".
Tipo de operación
Realizar un depósito a tu inversión
Realizar un retiro de tu inversión
Cuentas
Cuenta retiro
Cheques MXN - **123 Saldo MXN: $100,000.00
Cuenta depósito
Contrato de inversión
Inv. Plazo - **123
Número de inversión
12345678901234567890
Ver números de inversión
Invertir un nuevo plazo
Datos de la inversión
Importe a depositar MXN
$ 100,000.00
Opciones adicionales
Guardar como operación frecuente
Continuar
¿Qué deseas hacer?
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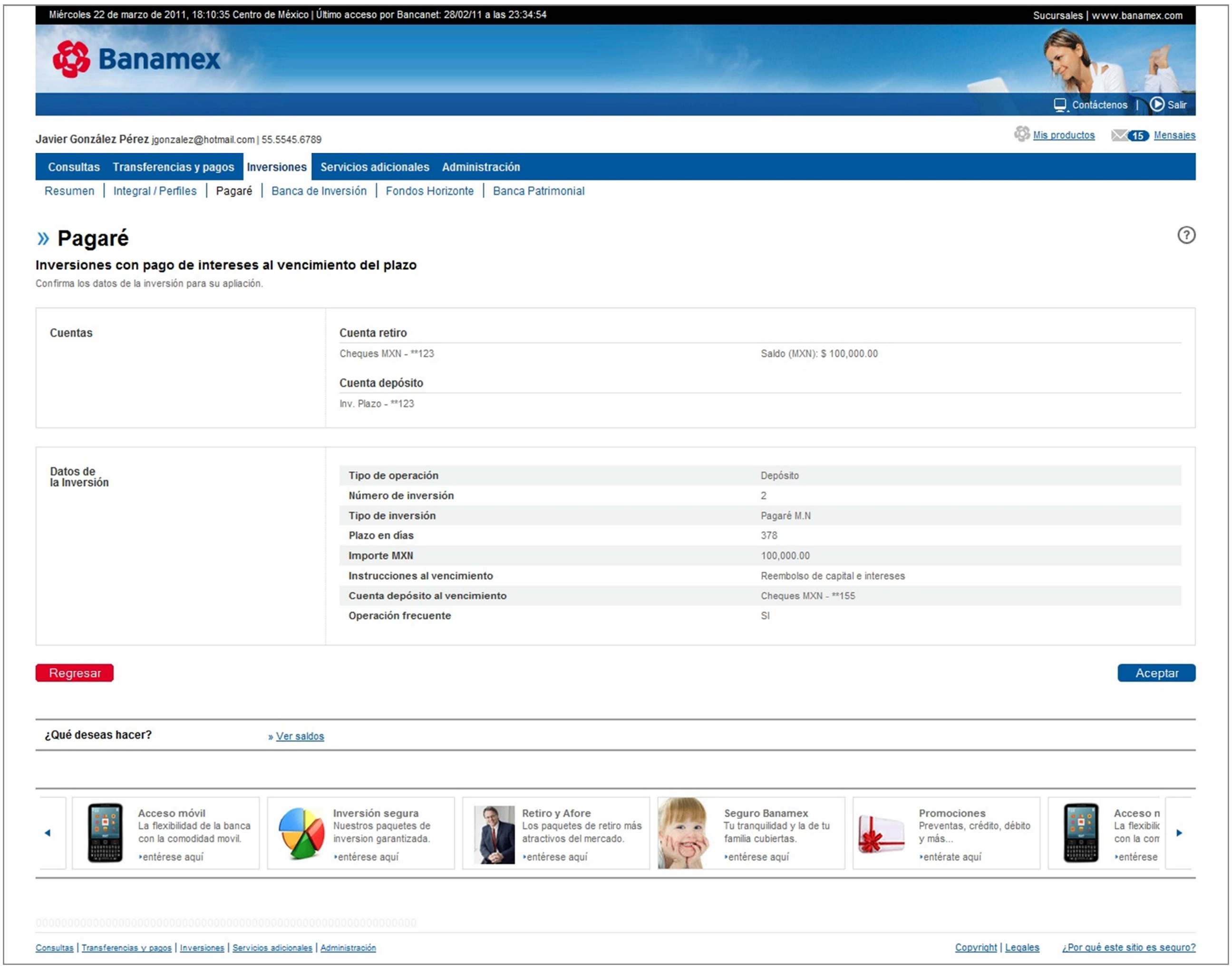
» Promissory Order Deposit Confirmation

What can I find on this page?

On this page, you can see the detail of your deposit before it is applied.

When you click "Return", the Screenshot with the data previously entered.

When you click "Accept", the transaction will be made and you will be taken to the deposit response screen.



» Promissory Order Deposit Reply

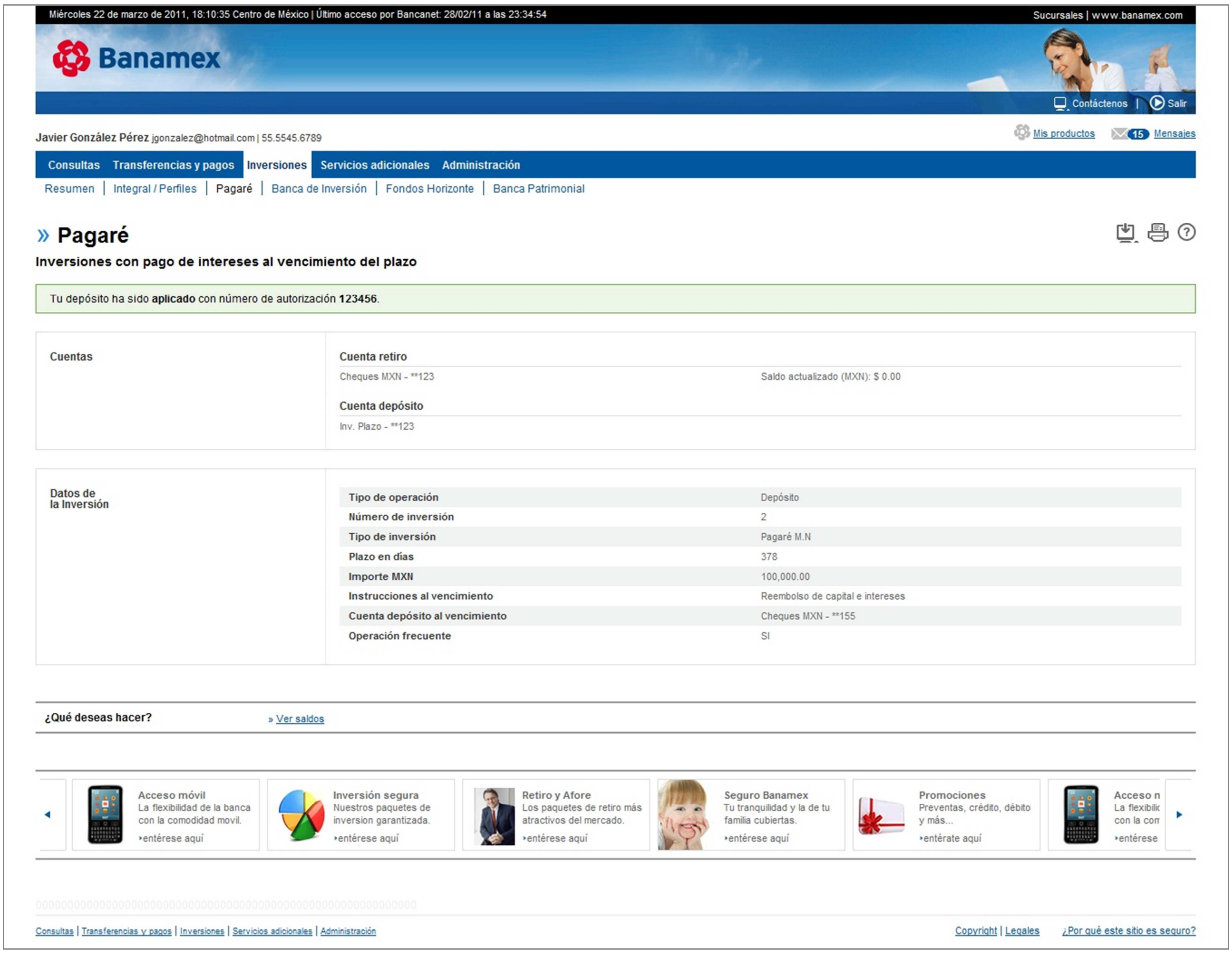
What can I find on this page?

On this page, you can see the detail of your deposit already applied.

This page comprises the following sections:

1. *Application message:* It shows the status and authorization or instruction number as applicable. This folio validates the transaction; please remember to keep it as your transaction voucher. You can print the screen if you want to by clicking on the "print" button .
2. Accounts::
    - *Withdrawal account:* It shows the corresponding account.
    - *Investment number:* It shows the corresponding account.

3. *Investment information:* It shows the information entered on the application screen. Apart from this information, the following is also displayed:
    - Investment number: It shows the generated investment number.



» Promissory Order Withdrawal

To make a withdrawal from your investment

Withdrawal (decrease)

- Type of transaction
  - Select the option *Make a withdrawal from your investment*
- Accounts
  - Select the withdrawal account-Investment Contract from the list
  - Enter the investment number or click on the link *See investment numbers*, a window with the investment numbers available will open. This window presents the following information:
    - Selection button: Click on the button that corresponds to the investment number from which you want to make the withdrawal.
    - Investment number.
    - Balance.
    - Due date.
    - Available: It shows if the investment number is available to make the withdrawal (decrease).
    - Once you have selected the number you want, click "Accept" to select it. Then, the withdrawal application screen will be displayed. Otherwise, click "Cancel".
  - Select the deposit account from the list.
- Investment information
  - Select the option *Amount to withdraw*, and enter the amount to withdraw
- Additional options
  - Select the additional options you want:
    - Save as frequent transaction

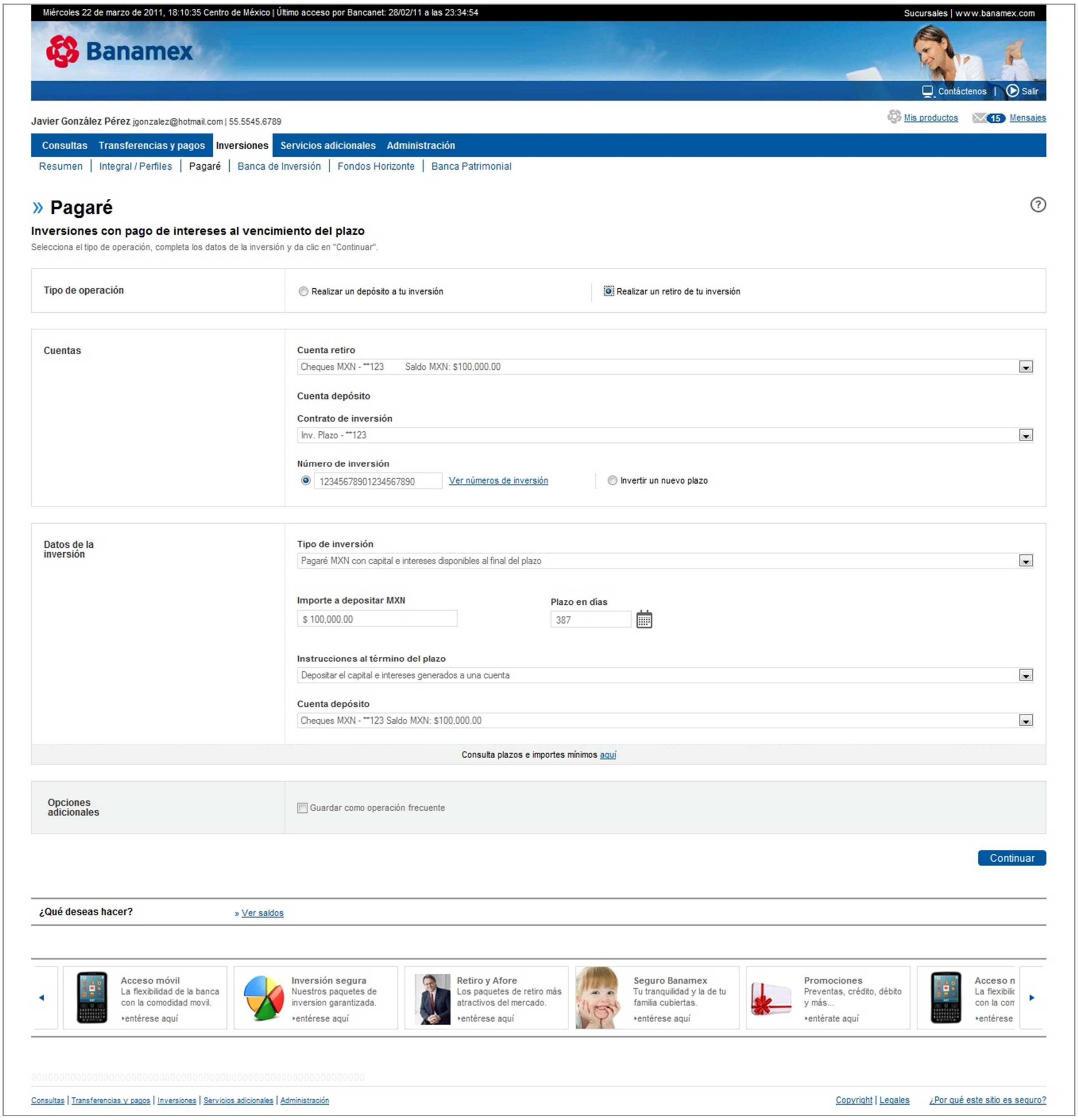
When you click "Continue", the transaction confirmation screen will displayed.

Cancel

- Type of transaction.
  - Select the option *Make a withdrawal from your investment*.
- Accounts
  - Select the withdrawal account-Investment Contract from the list.
  - Enter the investment number or click on the link *See investment numbers*; a window with the investment numbers available will displayed. This window presents the following information:
    - Selection button: Click on the button that corresponds to the investment number from which you want to make the withdrawal.
    - Investment number
    - Balance
    - Due date.

    - Available: It shows if the investment number is available to make the withdrawal (decrease).
    - Once you have selected the number you want, click "Accept". Such number will be presented in the withdrawal application screen; otherwise, click "Cancel".
  - Select the deposit account from the list:
- Investment information
  - Select the option *Withdraw total amount*.

When you click "Continue", the transaction confirmation screen will be displayed.


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Selecciona el tipo de operación, completa los datos de la inversión y da clic en "Continuar".
Tipo de operación
Realizar un depósito a tu inversión
Realizar un retiro de tu inversión
Cuentas
Cuenta retiro
Cheques MXN - **123 Saldo MXN: $100,000.00
Cuenta depósito
Contrato de inversión
Inv. Plazo - **123
Número de inversión
12345678901234567890
Ver números de inversión
Invertir un nuevo plazo
Datos de la inversión
Tipo de inversión
Pagaré MXN con capital e intereses disponibles al final del plazo
Importe a depositar MXN
$ 100,000.00
Plazo en días
387
Instrucciones al término del plazo
Depositar el capital e intereses generados a una cuenta
Cuenta depósito
Cheques MXN - **123 Saldo MXN: $100,000.00
Consulta plazos e importes mínimos aquí
Opciones adicionales
Guardar como operación frecuente
Continuar
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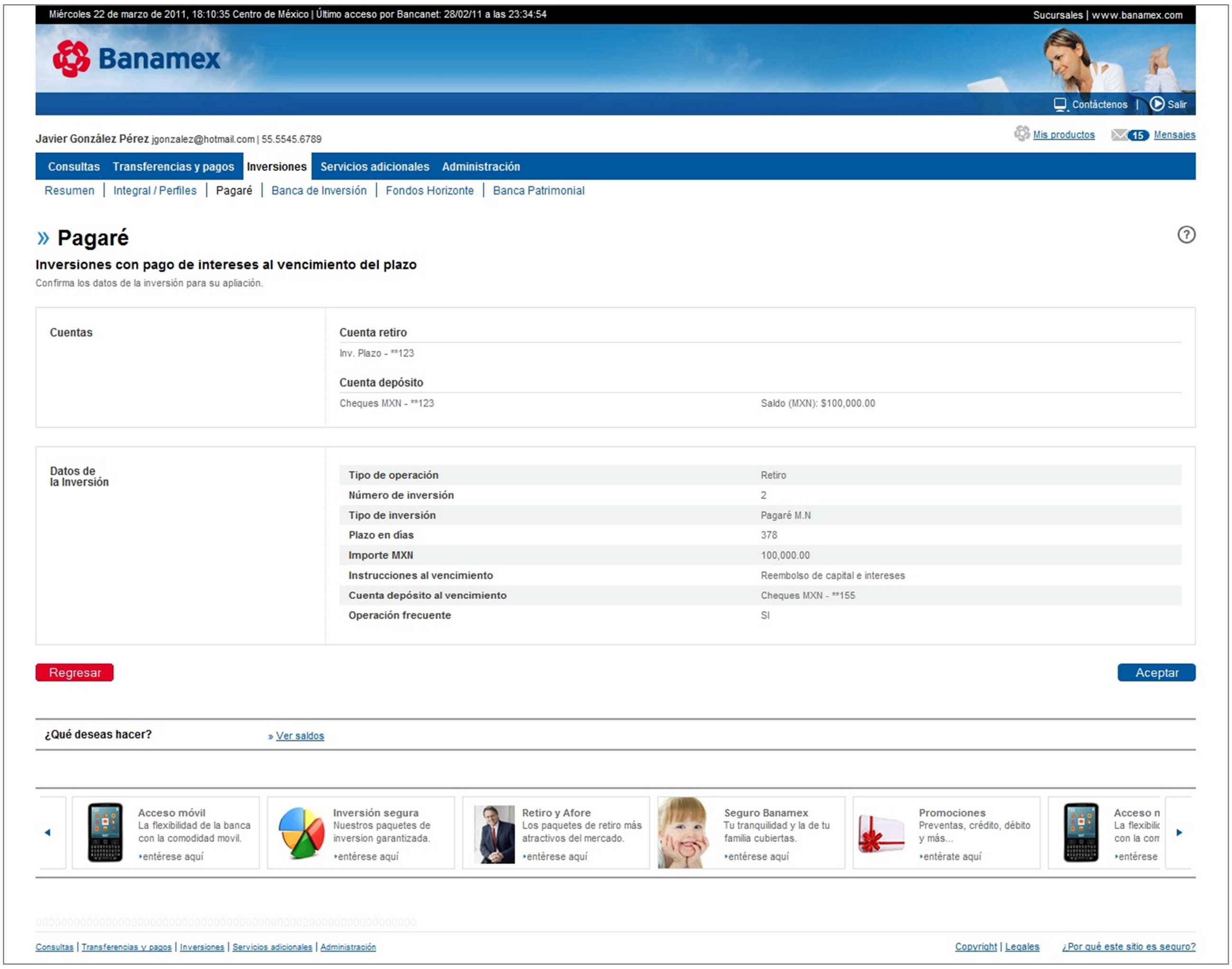
» Promissory Order Withdrawal Confirmation

What can I find on this page?

On this page, you can see the detail of your withdrawal before it is applied.

When you click "Return", the data Screenshot with the data previously entered.

When you click "Accept" the transaction will be applied and you will be sent to the withdrawal response screen.



» Promissory Order Withdrawal Reply

What can I find on this page?

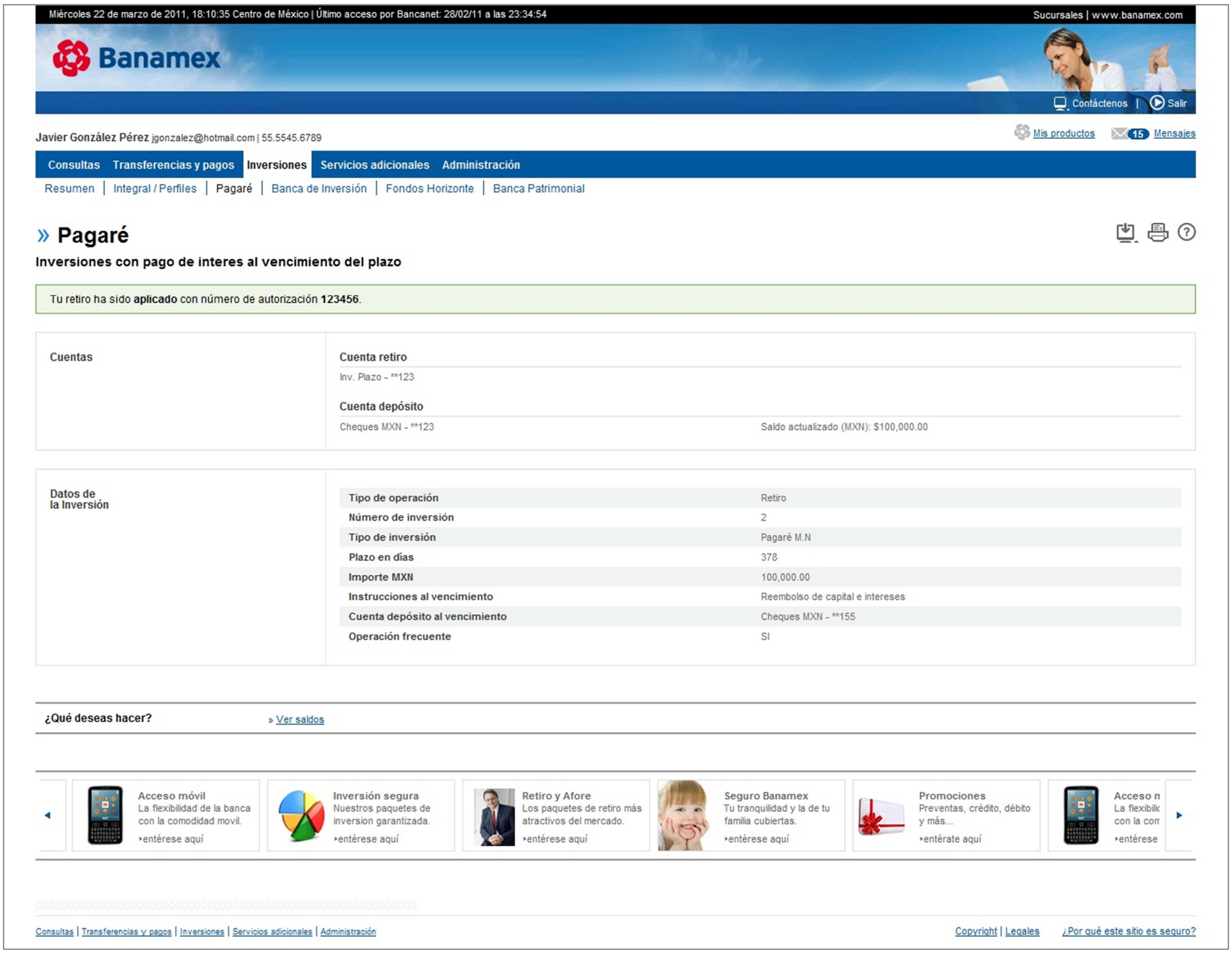
On this page, you can see the detail of your withdrawal already applied.

This page consists of the following sections:

1. Application message: It shows the status and authorization or instruction number as applicable. This folio validates the transaction; please remember to keep it as your transaction voucher. You can print the screen if you want to by clicking on the "print" button .

2. Accounts:
   - Withdrawal account (Investment Contract): It shows the corresponding account
   - Note: In case of a total withdrawal, only the withdrawal account (Investment Contract).
   - Deposit account: It shows the corresponding account.

3. *Investment Information:* It shows the information entered on the application screen. Apart from this information, the following will be shown:
   - Kind of transaction: It shows the kind of transaction you select (Withdraw).



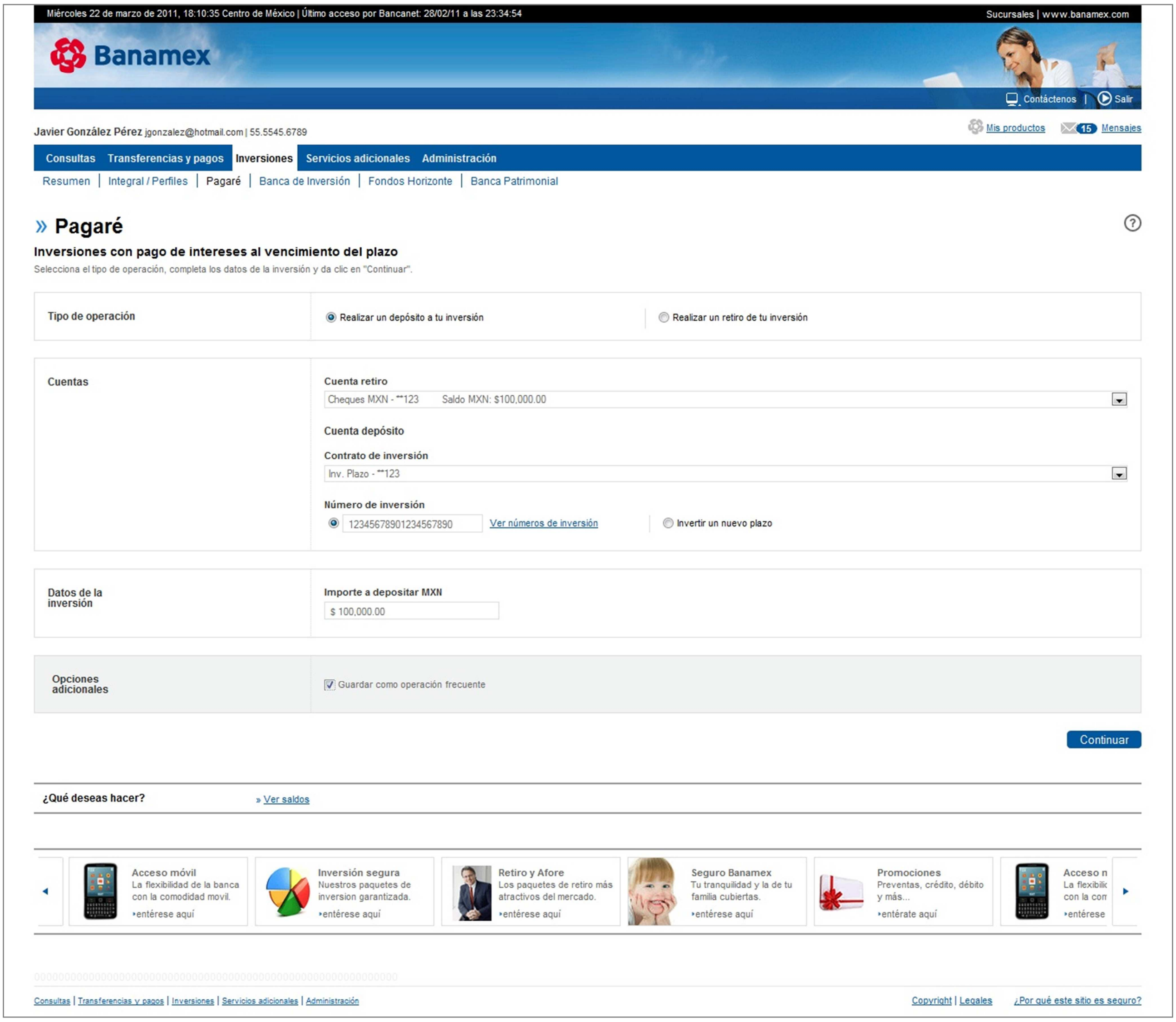
Remember:

- In case the transaction you want to make is out of schedule, a message saying you must program it within the established schedule, will appear, you will be required to select a date and time for its application.
- The maturity instructions can be:
  - Total Reinvestment: The capital and the interest will be reinvested a day after the due date of the current rate and according to the invested amount.
  - Capital Reinvestment: The capital will only be reinvested a day from the due date, at the current rate and according to the amount and invested term. The interest generated will be credited to the collection account or to the account indicated when your investment was contracted.
  - Total reimbursement: The capital and the interest will be credited a day from the due date, at the current rate and according to the amount and invested term to the collection account or to the one that was indicated when your investment was contracted. When you select this option, you will be asked to select the deposit account to which the reimbursement will be made.
- Remember that in the same contract you can have one or more investments at fixed rate, for different amounts and terms, either promissory order or CEDE.

- Remember that the investment(s) is (are) made in the currency your investment account was opened with (MXN, USD, UDIS).
- The current investment rate is assigned according to the term and the amount invested.
- The amount must indicate the total amount to invest; in the case of a decrease it must include the amount to decrease/cancel.
- The fixed-term investment cancelling or decreasing schedules are 8:00 to 20:00. The transaction will be applied the same day.
- If the investment is made during the weekend, it will be applied the next banking working day.

Additional Options

- *Save as frequent transaction: When you select this option, the transaction will be saved as a frequent transaction.*



» Rejected Transaction

In case there is a mistake in the application of the transaction, a message with the following information will be displayed:

1. Name of the transaction: It displays the title of the transaction you tried to make.
2. Cause: Error description.
3. *What can I do?* It provides a possible solution to the problem.
4. If the suggested solution is not satisfactory, you can contact Customer Service at 1226 3990 or 01 800 110 3990.
5. Remember to have the code that appears in the message on hand, since the executive on the phone will request it to solve your problem more easily. You can print this message by clicking on the "print" button .
6. Click "Continue".